

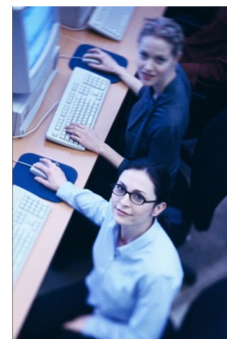
## Network Services

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## Network Services: Providing for the Electronic Needs of WV Libraries

Network Services provides Internet accessibility, e-mail and file transfer capability, off-site cataloging, operation and support for the **Statewide Library Network**, and hardware/software maintenance to West Virginia libraries, learning institutions and the public. The Division maintains the Statewide Library Network infrastructure of eight metropolitan area networks and 97 library systems representing 175 facilities. Network Services also oversees telecommunications to all libraries.



The network can be divided into (1) the local area network (LAN) or library side and (2) the wide area network (WAN) or online access side. In 2012, Network Services achieved a number of successes on the local area network side:

- Delivered and setup 116 computers in 42 libraries through a grant from WorkForce WV to help West Virginians search for work and improve their employment skills.
- Updated in-house software called TREX, which re-images PCs over a network. The update added plugins that allow technicians to “push” Windows, Java and other software updates to ensure library PCs are up to date.

- Provided assistance to the library at the Romney School for the Deaf and Blind even though it is not

### Network Services 2012

Helpdesk requests	On site visits	Virtual connection	Mileage
7,341	987	1,299	79,424

under the Commission’s umbrella. The library’s computer system could no longer offer catalog services to clients, alumni and staff. Network Services performed long-overdue maintenance and upgrades, and with funding from Special Services, added a new server. The Division also worked with a vendor on the library’s behalf.

- Installed *PC-Cop* or *Fortress Time*
- *Limit Manager* onto library computers to monitor how long patrons use PCs and free librarians from this task; as a result, computer queues move more smoothly now. Network Services also found free alternatives for library systems on a budget.
- Responded to wireless access problems in libraries for e-readers, including Kindles and Nooks, by replacing firmware in the devices.

This year was even busier for WAN side work:

- Programmed, delivered and installed Cisco 3945 routers to 170 of the 173 public libraries; the routers were acquired through the Broadband Technology Opportunity Program (BTOP) grant. The new routers allow libraries to access gigabit fiber optic cable, thus increasing the potential access speed of each library.
- Monitored PC and software inventory via an online tool called Tech Atlas, which also helps librarians compile end-of-year reports. **Currently, 1,567 public PCs and 730 staff machines are online and accounted for in libraries. On average, there are 13.3 PCs per library, up from 10 per library two years ago.**
- Maintained NetSweeper Internet filtering software to keep the network in compliance with the Children's Internet Protection Act.

Network Services had other successes as well:

- The Division was staffed at 100%, which improved effectiveness.
- Provided access to a new project called WV Librarians, a Web-based learning community for West Virginia Library employees.
- Designed network schematics for five new library buildings in Salt Rock, Durbin, Rupert, Hedgesville and Cox Landing. Network Services also worked with the Office of Technology and Frontier Communications on data circuits, phone wires and fiber.
- Supported the Library Commission's Fall Conference and Spring Fling, providing equipment and daily technical support for the conferences.

**On average, each Network Service technician drove 266.5 miles daily to work at 3.3 library sites; and 4.3 of the 24.6 helpdesk tickets opened that day were fixed via a virtual connection.**